

DU Learning Guide

Shopping Online

"I've always had an eye for a bargain!"

What's it all about?

Shopping online is one of the most popular uses of the Internet and it is easy to see why. You can buy almost anything online, without having to leave your own home, and you don't have to carry your purchases home. Goods are often cheaper when you buy online, although you may have to pay a delivery charge.

All of the major retailers have online shopping websites, and lots of small businesses also use the Internet to serve specialist markets. Auction websites such as **eBay** sell new as well as second-hand items.

A very good feature of online shopping is that you can compare prices easily between retailers and make sure that you get the best deal. There are websites especially for this.

See the **Price Comparisons** Learning Guide for more about this.

Try this

In order to buy something online, you will need to provide details of a credit or debit card to the retailer. If you are going to do this, you need to know that you can trust them.

Shopsafe Online is a directory of online retailers that rates them for their security. It has some very good advice about shopping online, and also provides a quick way of finding online shops for various goods.

- Type www.shopsafe.co.uk into the address bar of your browser and press **Enter**.



- The Shop Directory lists retailers of particular categories of goods.

- The Safe Shopping tab displays pages that have some very good advice on the things you need to watch out for when you shop online.
- There are also various guides and offers that you can explore.

More websites to explore

Action Fraud

www.actionfraud.org.uk

If you've been a victim of fraud, contact Action Fraud at www.actionfraud.org.uk or call freephone 0300 123 2040.

Consumer Direct

www.consumerdirect.gov.uk

Government website with advice about your rights as consumers and how to ensure you get a fair deal.

E-victims.com

www.e-victims.org

A new website, dedicated to helping people who have suffered bad experiences when shopping online.

Get Safe Online

www.getsafeonline.org

Site sponsored by the government and leading banks and businesses. Very good advice on Internet security.

How to complain.com

www.howtocomplain.com

A website for people who need help to complain about goods or services.

Trading Standards Central

www.tradingstandards.gov.uk

Consumer protection information in from the Trading Standards Institute.